UTAH.GOV ROLLS OUT INNOVATIVE BUSINESS REGISTRATION APPLICATION

Utah.gov announces the arrival of "OneStop Business Registration" (OSBR), an unprecedented multi-level vertical licensing government application. The OneStop Business Registration (http://www.business.utah.gov/registration) service allows citizens to register a business in Utah with the Internal Revenue Service, the Utah State Tax Commission, the Utah Labor Commission, the Utah Department of Commerce, the Utah Department of Workforce Services, the Utah Department of Environmental Quality, Salt Lake City, Sandy City, and Provo City without having to go to each entity separately. OSBR combines seven disparate government practices into one, simple registration, thereby significantly decreasing the timeline for new business registration. This document will explain in detail the functions that OSBR performs.

A ONE-STOP WORLD

It's no secret that today's business world demands "faster-better-cheaper." It's a one-stop world out there. Business owners can't be bothered with time-consuming paper processes or services that are only available 9-5, Monday-Friday. It's no surprise, then, that business owners prefer to interact with the government *online* instead of *in line*. The Internet has made vast amounts of information and services readily available to users, including businesses and business owners. Moreover, the Internet offers self-service 24/7 and speeds the time consuming paper processes that were previously only available 9-5, Monday-Friday. Registering a new business is one such activity that has greatly benefited from the business world's demand for "faster-better-cheaper." Available 24/7, Utah.gov's OneStop Business Registration is a shining example of a "faster-better-cheaper" way to register a business online.

UTAH'S OSBR – A FIRST

Other states offer similar applications, but none of them offer the degree of vertical business process integration that OSBR does by providing a mechanism for citizens to simultaneously register a business at the federal, state, and local level. Rather than simply put a bunch of forms online, Utah.gov has developed a dynamic application that logically presents information to users and guides them through the process of registering a business.

The Process of Registering with OSBR

Given the logical arrangement of information in OSBR, users will not be asked to fill out a form for the Department of Commerce and then fill out a form for the State Tax Commission which, not surprisingly has some of the same questions as the DOC form.

Instead, a user will simply answer questions to:
- Declare the business entity
- Name the business
- Describe the business and its activities
- Provide business addresses and locations
- Define the ownership and management

Select a Business Entity

The online registration process begins with the selection of a business entity. The business entity declaration is one of the ways that OSBR can dynamically build a business registration for a user to complete only those items that are relevant to their unique business. Once a business entity is declared a business name is selected and requested by an applicant. Once a name has been selected, OSBR searches the Utah Department of Commerce, Division of Corporations and Commercial Code to see if the name is available. If a business name is available (i.e., if the name a user selects is not being used by another business), then the user pays a refundable $20 name reservation fee and submits the name for final approval with the Utah Department of Commerce.

Create Articles of Incorporation

After providing electronic signatures of each principal (if required), users will have the option to create their own articles of incorporation. To complete the online business registration process, users will be asked to pay the Utah Department of Commerce a $50 Business Registration Fee.

Complete At Your Convenience

The online registration process can take users anywhere from 15 minutes to one to two days, depending on the complexity of the business organization and whether a user has to wait for a confirmation from one of the participating entities. A user will have 120 days to complete the online registration process starting from the day s/he creates a registration account. After beginning the registration process, each user is given a Registration Access Code; this code enables users to log back into the system later should they need to log off for any reason. The 120 day time frame allows time for users to gather advice and information from attorneys or other filing professionals. Together, the lengthy time frame and the Registration Access Code provide business users with the convenience, accessibility, and usability that they need.

A USER CENTRIC APPROACH

Once a user begins the registration process, a series of questions are asked that allows the application to dynamically build a unique business registration based on the user's responses. This dynamic functionality will save users time and frustration because they will only have to answer those questions once and only where it is relevant to their business. For example, if a user registers a business as a limited partnership, that user won't be asked questions that pertain only to corporations. Similarly, only users whose businesses deal

with hazardous wastes or other environmentally-sensitive materials will be asked questions about environmental quality control. This information is saved in the registration account, so that the user can begin the registration process and finish it at their convenience. Furthermore, users have the option to edit their registration information at any time: if a user decides to switch from being a limited partnership to being a general partnership, then a user can easily edit his/her registration account accordingly.

Receive All Assigned Account Numbers In One Process

When the user has completed the process, they will be provided with all of the applicable business registration numbers such as their FEIN, Sales and Use Tax License Number, Employee Income Withholding Account, Unemployment Insurance Number, Business Registration Number, etc. The application will then electronically forward the businesses information to the applicable partner agencies on a daily basis, which will provide information consistency across the participating agencies. In this way, federal, state, and local agencies will be kept abreast of newly registered businesses and the information for newly registered businesses will be consistent at each agency.

What You Receive

From participating cities and counties:
- Downloadable local forms
- Local contact information

From The Department of Commerce:
- Business name reservation
- Business registration number
- Downloadable documents
- Electronic filing of articles

From the Department of Workforce Services:
- Unemployment insurance employer number
- Unemployment contribution tax rate
- Unemployment insurance PIN

From the State Tax Commission:
- Employee state income tax withholding number
- Sales and Use Tax Number

From the Internal Revenue Service:
- Federal Employer Identification Number (FEIN)

From the Department of Environmental Quality:
- Program and permit contact information

From the Utah Labor Commission:

- Information that facilitates obtaining Worker Compensation coverage verification

SECURITY ON OSBR

Security on the Web is a great concern; no one wants to submit credit card or other business/personal information in an insecure environment. Utah.gov's OneStop Business Registration is a secure application that employs industry standards security protocols to protect, encrypt and transmit data.

VERTICAL BUSINESS PROCESS INTEGRATION – THE PARTNERS

The following federal, state, and local agencies have partnered to develop Utah.gov's OneStop Business Registration System:

- Utah Department of Commerce
- Utah Department of Workforce Services
- Utah State Tax Commission
- Provo City
- Salt Lake City
- Sandy City
- Internal Revenue Service
- State of Utah CIO's Office

- State of Utah Information Technology Services
- Utah Department of Environmental Quality
- Utah Labor Commission
- Utah Interactive, Inc.

OSBR integrates the services of federal, state, and local government agencies to provide users with the most usable and convenient online business registration process available anywhere in the country.

OSBR Exemplifies Governor's Vision

The One Stop Business Registration Application is designed to support the E-government vision of the Governor and CIO by meeting the following business-process objectives:

- Reduce misinformation, frustration, and time spent to the business owner when registering their business with federal, state, and city government entities.
- Provide users with a format or channel to conduct government business within their own time frame and place.
- Reduce initial and subsequent costs to the government entities providing these services by eliminating labor-intensive efforts such as data entry, problem resolution, answering questions, etc.
- Provide scalable tools that will allow government entities to give better service to more people with the same or fewer resources.

OSBR Exemplifies Utah.Gov's Commitment to Citizens

Utah.gov is committed to provide Utahns with a convenient, usable state government portal. Creating online applications that efficiently perform government services is one way Utah.gov can better serve its constituents. A perfect example of such applications, OSBR affords numerous citizen efficiencies:

- One registration combines what would have been 7 disparate government practices.
- The timeline for new business registration is significantly decreased.
- Registration can be done at the business owner's convenience anytime of day and from anywhere.

Conclusion

OneStop Business Registration is an innovative service for the Utah business community, and one that Utah.gov is pleased to offer to business users. This unprecedented multi-level government application will change the face of business-government interactions.